

RideLondon Cancellation FAQs

- **Do I have to do anything now that RideLondon is cancelled?**
 - Our team will be in touch with all #TeamStroke riders via email in the next few days letting them know what will happen.
 - If you had your own place in the event you will need to follow the instructions the event organisers issued.
- **Is there a new postponed date for the event?**
 - No, the event has been fully cancelled. You can read the full statement here: <https://www.prudentialridelondon.co.uk/news-media/latest-news/2020-prudential-ridelondon-festival-of-cycling-is-cancelled/>
- **I have a charity place, what are my options?**
 - Our team will be in touch with you in the next week to discuss the following options with you:
 - Book you on to our Spin for Stroke virtual cycling event – we would love for you to remain part of Team Stroke. More details can be found here: <https://www.stroke.org.uk/fundraising/spin-stroke>
 - Book you on to a suitable alternative event
 - Refund your entry fee
 - Process your entry fee as a donation to the charity
 - The RideLondon organisers are working with Prudential and the Mayor's Office to provide an opportunity for cycling-themed fundraising over the event weekend of 15 and 16 August – we don't have full details for this virtual activity yet, but if this is something you're interested in, we can keep you updated when we have more details
- **I have a place from the organisers, what are my options?**
 - RideLondon will be refunding all own place riders. You can read more details on this here: <https://www.prudentialridelondon.co.uk/news-media/latest-news/2020-prudential-ridelondon-festival-of-cycling-is-cancelled/>
 - We would love for you to remain part of Team Stroke on our virtual Spin for Stroke event – more details can be found here: <https://www.stroke.org.uk/fundraising/spin-stroke>
- **I've raised money on JustGiving, what happens with my sponsorship?**

- This sponsorship will be treated as a donation. Please let us know if you would like a refund instead.
- **I know the event is cancelled but I'd still like to raise money for the Stroke Association, what do I do?**
 - That's great to hear! Your cycling journey doesn't have to be over. Your commitment to the Stroke Association and your fundraising efforts are more important now than ever. We have a fantastic virtual cycling event: Spin for Stroke. You can find out more details here: <https://www.stroke.org.uk/fundraising/spin-stroke>. The RideLondon organisers are also working with Prudential and the Mayor's Office to provide an opportunity for cycling-themed fundraising over the event weekend of 15 and 16 August – we don't have full details for this virtual activity yet, but if this is something you're interested in, we can keep you updated when we have more details.

Keep training, keep fundraising and continue to join us in rebuilding lives after stroke. Thank you for all your support. Go #TeamStroke!

- **I have booked my travel and accommodation, what do I do if I need to change the date of this or need to cancel?**
 - We recommend that you contact your travel and accommodation provider to see if you can transfer/cancel your bookings.
- **How do I send in my donations?**
 - There are many ways to send your donations to us. Please find out how here: <https://www.stroke.org.uk/fundraising/paying-your-fundraising-money>

For any additional questions please do not hesitate to get in touch at fundraisingevents@stroke.org.uk